



Process focus. Excellence.

## Software & Hardware Support

Naviant's Professional Services Group (PSG) has extensive content management experience, and provides our customers a depth and breadth of support and technical expertise through an unparalleled team of quality, trained, and certified resource professionals.

Nationally recognized, Naviant has developed a strong reputation as a leading, certified solutions integrator and support provider for best-in-class enterprise content management solutions and technologies, including Hyland OnBase, Brainware, Kofax, and several others.

To complement these solutions, Naviant is also a certified distribution and support partner for a wide variety of imaging hardware including Böwe Bell + Howell, Canon, Fujitsu, Konica Minolta, Panasonic, and Rimage.

### Software Support

Naviant maintains a dedicated help desk to provide the first line of support to receive and resolve support inquiries for all Enterprise Content Management (ECM) solution implementations.

By utilizing this streamlined approach to support, Naviant ensures that each customer inquiry will be answered in a timely and efficient manner, minimizing disruption to both system operation and work processes, and that all issues are reported and tracked accordingly.

Naviant customers are provided with a dedicated toll-free number to use when calling in for support, as well as a dedicated support email address to email support inquiries. When contacting Naviant Support, the customer will be connected directly with a help desk technician, the issue will be logged into the Naviant's Support System, assigned a reference number, and the customer will receive an email confirmation for tracking purposes.

Naviant's standard response time objective is to respond to customer support inquiries

within one hour during normal business hours; however, Naviant's response time protocol is not to exceed three hours for either callback phone support or remote access to resolve the issue. If the issue requires further investigation, status updates will be provided to the customer in a timely manner until the issue is resolved.

Naviant Support also hosts educational webinars and provides a quarterly publication to keep customers informed on troubleshooting and everyday tips, as well as what's new with solution evolution.

Naviant affords our customers a structured, multi-tiered approach to solutions support via Support Level Agreements (SLAs) that meet a customer's system and business needs. Priority and after-hours support is available, depending on the customer's Support Level Agreement, and can provide for immediate assistance outside of normal support hours. Detailed specifications on the tiered support options available with Naviant Support Level Agreements are available upon request. Naviant's Solutions Support Team Bios are also available upon request.

### Hardware Support

Naviant services and supports more than 5,000 individual pieces of equipment within more than 1,500 public, private, and government organization. From professional-grade scanners to reader printers, Naviant has been recognized by Konica Minolta and Canon, as well as other industry leaders, for providing exceptional, award-winning service and customer satisfaction for more than twenty years.

Preventive Maintenance Agreements (PMA) are the best form of insurance to keep business-critical equipment running at peak efficiency. Regular checks and servicing reduces equipment downtime, helps avoid unneces-

sary and expensive repairs, and assists in your budget planning process.

Naviant PMAs cover both scheduled onsite preventive maintenance visits, as well as onsite remedial calls. Visits include inspection, cleaning, full performance diagnostics with necessary adjustments, lubrication of all assemblies as required, and replacement of components as necessary. Naviant carries an extensive parts inventory to insure prompt repairs, and all scheduled maintenance visits are arranged within the schedule convenience of our customers.

Naviant's Professional Services Group puts customers' minds at ease with their professionalism, technical abilities, and customer friendly attitudes. All Naviant service technicians are fully qualified, and manufacturer trained and certified. Naviant technicians receive ongoing training on new equipment, technology, and maintenance procedures to ensure they know how to fix it right the first time.

Naviant PMAs provide the following benefits:

- Complete coverage for all labor, regardless of length of time
- Complete coverage for any covered parts, regardless of expense
- Complete coverage for all service requests, regardless of frequency
- Priority service and scheduling, regardless of location

Naviant carries an extensive parts and supplies inventory so we can resolve your equipment and supply issues quickly and efficiently. As a reminder, consumable operating supplies such as broken glass, lamps, paper, PC drum, or toner are not included in PMAs, but are available through Naviant.